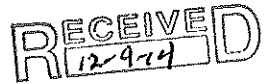


EXHIBIT A



Questar Gas Company
1140 West 200 South
P.O. Box 45360
Salt Lake City, UT 84146-0360
Tel 801 324 5555

December 4, 2014



Deborah Hendricks
2375 S 1480 W
West Valley, UT 84119

Ms. Hendricks,

This letter is in response to your complaint filed with the Division of Public Utilities (DPU). Thank you for the opportunity to respond to your concerns.

According to our records, you had gas service in your name at the address of 7516 S 2160 E, Cottonwood UT 84121 from October 23, 2003 to May 6, 2004 (itemization enclosed). On May 6, 2004, service was shut off for nonpayment. An unpaid balance of \$607.35 remained. Our collections department reviewed your account on November 13, 2014 and the outstanding balance of \$607.35 was transferred to your active account. A copy of the transfer letter is enclosed for your review.

A 10-day Urgent Notice was mailed to your residence on November 20, 2014 asking for payment of the \$607.35 (copy enclosed). Questar Gas is requesting that you remit payment in the sum of \$607.35 or contact the Customer Care Center to make other arrangements. You are eligible for a 12-month Deferred Payment Agreement (DPA). We will take the full account balance of \$658.80 and divide it into 12 monthly installments of \$55.00. The first installment must be paid to initiate the DPA. Then, for the next 11 months, you will pay your current consumption, a \$55.00 installment towards the past due, and interest on the past due balance. Additional DPA information is enclosed.

Utah follows the Fair Debt Collection Practices Act (FDCPA) which does not extinguish the debt. It states we can still collect but we can't sue in court. Also, Page 9-12 of the Utah Natural Gas Tariff (copy enclosed) states, *"To have service restored after termination for nonpayment, a customer must first pay a connection fee as set forth in § 8.03, and must also pay the delinquent balance in full or execute a Deferred Payment Agreement, if eligible."*

We are holding your account for 10 days from the date of this letter to give you an opportunity to make payment. Please contact our Customer Care Center at (801) 324-5111 Monday through Friday, 7 a.m. to 6 p.m. to report your payment and, if applicable, to have a DPA initiated. If I may be of further assistance, please call me at (801) 324-3557.

Sincerely,

Elia Lopez
Consumer Affairs
Questar Gas

elo

Enclosures

cc: Division of Public Utilities

8.04 PAYMENT PROCEDURES**PAYMENT SCHEDULE**

All bills are due and payable within 20 days of the billing date.

PARTIAL OR DELAYED PAYMENT

If a customer makes a payment that is less than the total amount of the bill rendered, the Company will apply the payment first to the oldest arrears and to accrued interest, and any remainder will be applied to the bill for current service. Gas service charges remaining unpaid at the time the next month's bill is processed will be subject to a monthly interest charge, as set forth in § 8.03. The monthly interest charge will continue to accrue on unpaid balances until paid in full.

RETURNED CHECKS

The Company will impose upon the customer a charge as set forth in § 8.03, for any check not honored by the customer's bank for any reason.

COLLECTION COSTS

Customer will be responsible for any court costs, attorney's fees and/or collection agency fees, incurred in the collection of unpaid accounts.

DEFERRED PAYMENT AGREEMENT (DPA)**Eligibility**

If a residential customer is unable to pay a delinquent balance in full on demand, the Company will offer a DPA provided the customer is not presently in default on a previous deferred payment agreement. If service has already been terminated, an eligible customer can have service restored at any time by paying or arranging to pay for the connection fee and agreeing to a DPA within 48 hours after service reconnection. The connection fee may be included in the total amount to be paid over the term of the DPA. DPAs to non-residential customers are offered only at the Company's discretion and terms.

Terms

The full amount of the DPA, plus finance charges as set forth in § 8.03, must be paid within 12 months or less and the customer must make the first monthly installment at the time the DPA is initiated. The customer agrees to pay all current bills for gas service when due, plus the monthly installment of the DPA. Accelerated payments or payment in full of the outstanding balance may be made at any time, however, accelerated payments will not relieve the customer of a monthly payment on the DPA.



Default

A customer in default on a DPA is subject to termination of service. To avoid termination, payment in full is required of the remaining deferred amount and any accrued arrears. Subsequent DPAs after default, will be offered at the Company's discretion.

Content

The deferred payment agreement can be written to include all outstanding charges for gas consumption, connection fees, and charges for accidental damage to equipment. The deferred payment agreement will not include security deposits, connection fees where theft of service is involved, or gas consumption or damages to equipment resulting from theft or attempted theft.

Issued by A. K. Allred, President	Advice No.	Section Revision No.	Effective Date
	03-02	2	June 23, 2003



Company written notice, including a physician's statement, that life-support equipment is being used at the residence.

NON-RESIDENTIAL TERMINATION NOTICE

The Company will give a non-residential customer at least 48 hours' written notice before terminating service because of non-payment.

RECONNECTION AFTER NONPAYMENT

To have service restored after termination for nonpayment, a customer must first pay a connection fee as set forth in § 8.03, and must also pay the delinquent balance in full or execute a Deferred Payment Agreement, if eligible. The customer has the option to include the connection fee in the total amount to be paid over the term of the deferred payment agreement consistent with the provisions of § 8.04. A Deferred Payment Agreement will be offered to non-residential customers only at the Company's discretion. The Company may also require a security deposit to secure payment of future gas bills. See § 8.03.

CUSTOMER / COMPANY DISPUTES

When a customer responds to a late notice or reminder notice, the Company's personnel will investigate any disputed issue and will attempt to resolve the issue by negotiation. During this investigation and negotiation, no action will be taken to terminate service if the customer pays the undisputed portion of the account. Any customer who is unable to resolve a dispute after contacting the Company to seek resolution may obtain informal review by the Division of Public Utilities by contacting them at local phone number (801-530-7622), (801-530-6652), toll free phone number (800-874-0904), or at <http://publicutilities.utah.gov/complain.html> on the internet. This could be followed by a formal review of the dispute by the Public Service Commission. No action will be taken during the review period to terminate service if the customer pays the undisputed portion of the account.

Issued by R. W. Jibson, President	Advice No.	Section Revision No.	Effective Date
	09-03	3	April 1, 2009